

## **CLEC SERVICE QUALITY REPORTING REQUIREMENTS**

Basis for Reporting Requirements: Rules & Regulations Governing Service Supplied by Telecommunications Companies in South Carolina - R.103-614, 618, 619, 661 & 663

- **Trouble Reports per Hundred Access Lines:** Percentage derived from total number of customer reported troubles divided by total access line count. Objective is a percentage of less than 5% in exchanges or reporting groups of over 7,500 access lines (7% for line counts under 7,500).
- **Customer Out of Service Trouble Clearing Times:** Percentage that shows the number of out of service reports cleared within 24 hours (excluding weekends and holidays). The objective is to clear at least 85% of out of service situations within 24 hours.
- **Held Applications and Availability of Service:** Two indices: 1) The percentage of Service Orders for installations (and/or Re-installations) completed within 5 working days, and 2) Commitments Fulfilled (i.e. service installation date expected but not delivered). The objective for both is 85% or better.

These reports should involve only 'regulated troubles'; that is, problems found to result from customer owned or leased station wire and/or equipment, lack of access or delays attributable to the customer should be excluded. Any other situation (including problems attributable to the ILEC) resulting in an objective not being met *should be explained within the report*.

It is incumbent upon the company to routinely file this information *within 30 days* of the end of each calendar quarter. CLECs with no present customers or existing operations within this state should file a statement indicating that such is the case; then begin filing quarterly statements after operations commence.

- **Interruptions of Service:** The Commission should also be notified of any major service interruption that may directly affect South Carolina customers. A major interruption would be considered one in which at least 10% of the company's subscribers within a definable service area are affected or potentially affected and if that situation exceeds or potentially will exceed one hour. This report should be filed as soon as practicable and should indicate the time, duration, cause of the interruption and steps taken to correct the situation. A copy of any written report submitted to any federal jurisdictional entity should also be sent to this Commission.

Information may be submitted via either E-mail ([webmaster@psc.state.sc.us](mailto:webmaster@psc.state.sc.us)) or regular mail: Public Service Commission of South Carolina, Saluda Building 101 Executive Center Dr. Columbia, SC 29210 (803-896-5125)

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**

**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

\_\_\_\_\_

QUARTER / YEAR

\_\_\_\_\_ / \_\_\_\_\_

Month:

\_\_\_\_\_

Number of Customer Access Lines

\_\_\_\_\_

Trouble Reports / Access Line (%)

\_\_\_\_\_

Customer Out of Service Clearing Times (%)

\_\_\_\_\_

New Installs Completed w/in 5 Days (%)

\_\_\_\_\_

Commitments Fulfilled (%)

\_\_\_\_\_

Comments / Explanations: \_\_\_\_\_

\_\_\_\_\_

Person Making Report / Contact Information: \_\_\_\_\_

\_\_\_\_\_